

Paramanand Yadav

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SUMMARY

Driven customer support executive with 2 years of experience providing information about services and products to customers. Skilled in assessing customer needs, generating leads and handling customer complaints and concerns. Outstanding communicator offering strong phone etiquette and active listening skills.

SKILLS

- Time Management
- Effective Time Management
- Ability to Multitask
- Fast Learner
- Communication Skills
- Computer Skills
- Customer Service
- Ability to Work in a Team
- Splicing
- Troubleshooting (Problem Solving)
- Telecommunications
- Internet Services
- Electronics
- Gmail
- Google Drive
- Internet Service Provider
- Social Media
- Critical Thinking
- Service Provider
- Planning
- Writing

EXPERIENCE

Technical Sales,support Executive , SNS IT solutions, July 2023-January 2024

Delhi, India

- Created Customer Relationship Management database for company, used by management and other customer service associates to track and resolve customer inquiries
- Coordinated with shipping department regarding customer address changes, refunds and exchanges
- Troubleshooting technical issues
- Following up with clients to ensure the problem is resolved
- Attention to detail and good problem-solving skills.
- Provided technical sales support to clients via phone, email and video conferencing.

Customer support executive, SNS INTERNET SERVICE Provider pvt ltd, March 2022-March 2023

Delhi, India

- Addressing customer inquiries, concerns, and grievances across multiple communication channels such as telephone, email, live chat, or social media
- Delivering prompt and accurate information to ensure the utmost customer satisfaction
- Investigating and resolving customer issues or complaints by diligently identifying the underlying cause, presenting suitable solutions, and following up to ensure a successful resolution
- Comprehensive product or service knowledge, including detailed features, pricing, availability, and relevant policies or procedures, enables customers to make well-informed decisions
- Extending technical support to customers encountering difficulties with products, services, or online platforms, adeptly troubleshooting problems and guiding them toward effective solutions.

EDUCATION AND TRAINING

Bachelor of Arts

English, Sikkim Professional University Expected in September 2024

LOCATIONS

- Delhi
- India

HOBBIES

Swimming,gymnastics

LANGUAGES

- English
- Hindi

LANGUAGES

English: B1

Intermediate